

### Workshop Welcome

**Greta Daniels, CFRE** Senior Vice President **Justin Marquart**Vice President and Consultant

**Becca Robinson Widmer** Senior Consultant



#### Introductions

- Name
- Title
- Institution

Agenda Review

Wi-Fi Network Info On Tables

### Goals for today

- 1 Connect with other university leaders
- We want you to leave today armed with additional context and research focused on:
  - National philanthropic, financial, economic trends that impact giving
- Key characteristics of high-quality donor pipeline building strategies
- Successful strategies that are moving the needle for RNL partners
- We want you to leave today energized with at least one actionable idea you take back to campus



#### Today's Agenda



**Emerging Trends in Philanthropy** 



Leadership Giving: Cultivating Major Donors at Scale



As Seen on Campus: Tactical Recommendations From Your Peers for Donor Acquisition, Retention, Giving Days, Digital Engagement, and More



**Curated Coworking Groups** 





# Emerging Trends in Philanthropy

#### **Today's Themes**

#### **Emerging Trends**









**ECONOMIC** 

**BEHAVIORAL** 

**TECHNOLOGICAL** 

**MYTHICAL** 





#### Wall of Worry

Bank Failures US/China Tensions

Interest Rates Rise Escalating Global Conflicts

Growing U.S. Deficits

What would you have predicted for Stocks?

U.S. Treasury
Debt
Downgrade

Government Shutdown

Falling S&P 500 Earnings

Commercial Real Concerns China Slowdown



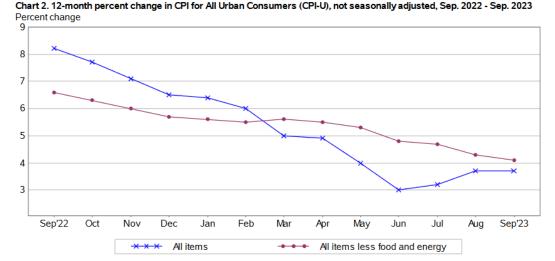
#### Key market forces

- Total giving declined in 2022, 3.4% in current dollars down 10.5% after adjusting for inflation vs. \$516.65 billion in 2021.
- A 19.4% drop in the S&P 500 (-25.4% adjusted for inflation)
- Flat growth in disposable personal income (-0.1% in current dollars or -7.5% adjusted for inflation)
- 40-year-high inflation rate of 8.0%
- The S&P 500 experienced steep declines toward the end of the year.



#### The economy is...

#### Getting better? A little?



- Unemployment still at historic low.
- Wages are relatively stagnant.
- Loan cancellation and payment pause ends, but SAVE plan helps lower income payers.
- Remember, CPI is national, and weighted heavily by major commodities.
- Consumer confidence is **low**.



Source: Bureau of Labor Statistics

# Bob Dimeo, CEO and Founder Fiducient Advisors:

"Uncertainty is more of a momentum killer than a truly bad economic report."

#### QUESTIONS TO CONSIDER

How have economic trends impacted your work?

Are extenuating economic circumstances taken into account when setting goals?



### **64**% \$319.04 billion

#### **Giving by Individuals**

♦ declined by 6.4% over 2021

**21%** \$105.21 billion

#### **Giving by Foundations**

↑ increased 2.5% over 2021

**9%** \$45.60 billion

#### **Giving by Bequest**

† increased 2.3% over 2021

**6%** \$21.08 billion

#### **Giving by Corporations**

+ increased 3.4% over 2021

While giving by individuals continues to grow over time, it has fallen below 70% of all giving for the fourth consecutive year.

Foundations are growing as a share of giving over time. In 2022, over \$1 out of every \$5 that went to charity came from a foundation.

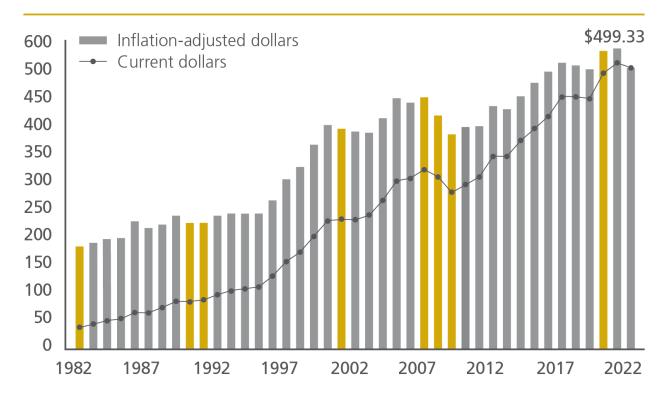
\*All figures on this infographic are reported in current dollars unless otherwise noted. Inflation was especially high in 2022, at 8.0%, and results may differ when adjusted for inflation. Learn more in the chapters.



#### Total giving, 1982-2022

(in billions of dollars)









#### Trust on Decline Across Organizations

Confidence/trust in higher education fell from 57% in 2015 to 36% in 2023.

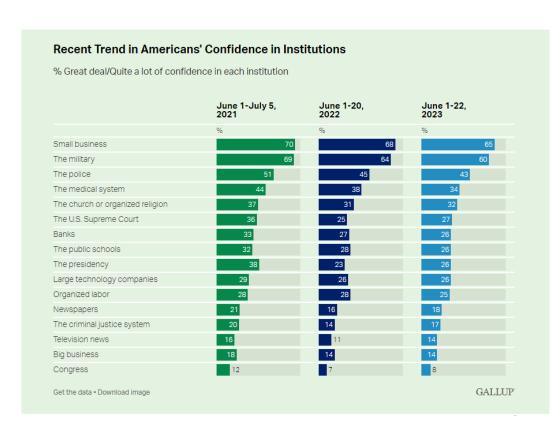
Gallup Education; July 11, 2023

Trust in nonprofits is also in decline.

- Gen Z trusts nonprofits half as much as Baby Boomers

Chronicle of Philanthropy; Aug 2, 2022





#### A shift toward strategic, social giving

- Grants from donor advised funds to qualified charities totaled an estimated \$45.74 billion in 2020, growing by 27.3 percent.
- In 2022, foundation giving was one of few methods up in Giving USA tracking, due largely to DAFs and Family Foundations.
- **Giving circles** have tripled in the last decade, and will reach 3,000+ by 2025



Are you adapting to new giving preferences?



#### **State of Advancement**

#### So, how's that young alumni giving?

Figure 7: Alumni Support and Participation by Graduation Cohort, 2022

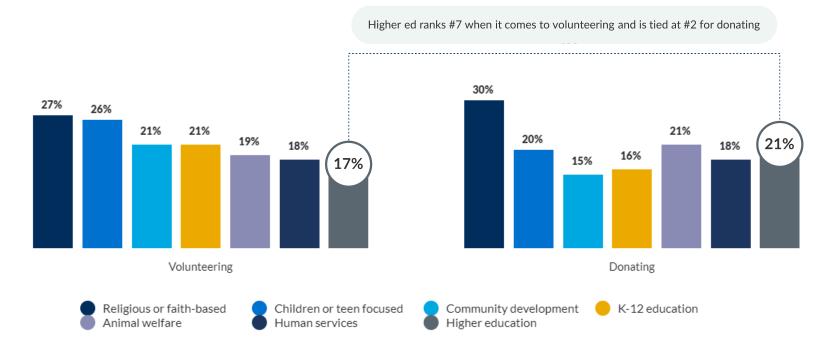
		Percentage of \$	Percentage Who Gave
0-5 Years Out		0.6%	6.4%
6-10 Years Out		0.9%	5.3%
11-20 Years	Out	4.7%	5.5%
21-30 Years	Out	8.1%	8.1%
31-40 Years	Out	20.8%	10.1%
41-50 Years	Out	22.2%	12.5%
50+		37.8%	14.6%
Non-Degreed		5.0%	2.1%
N = 200			CASE VSE 2023

3/4
of young
alumni give to
some charity.

RNL Surveys, Pew and Gallup Data

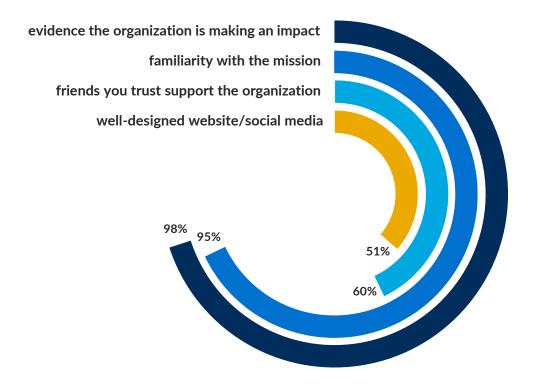


### Looking ahead: Where do alumni <u>plan</u> to volunteer and donate?





#### What motivates alumni to donate?







Source: RNL/Schuler Young Alumni Survey

#### QUESTIONS TO CONSIDER

What new behavioral trends have you observed at your organization?

#### Fundraising is changing

Before:

LOYALTY
BRAND
TRADITION
PARTICIPATION

Today:

IMPACT
LIFESTYLE
CONNECTION
INVESTMENT







#### **Personalization Matters**

#### Impact: RNL QuadMail Email Personalization Strategy



4 educational institutions, with a total of 49.4M emails sent.

Combined statistics over group, platform partners varied in total years usage.

3x

open rates using data-driven personalization strategy

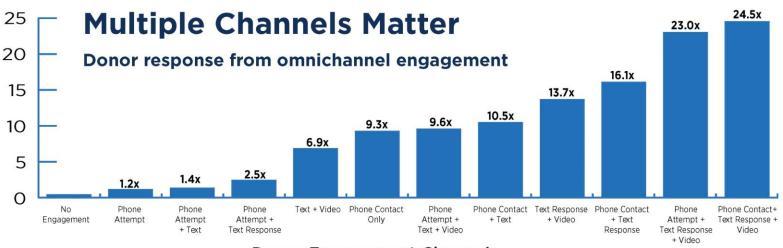


#### QUESTION TO CONSIDER

How is your organization utilizing Al to amplify fundraising work/success?

What are the opportunities/risks?

#### Omnichannel coordination make a difference



**Donor Engagement Channels** 

RNL Analysis of 506,050 constituents during 2022, with engagement completed in the RNL Engage platform and integrated technologies across phone call attempts, completed calls, texting and response, along with views of video messaging.



### RNL Expands Engagement Opportunities











#### QUESTION TO CONSIDER

What new tools/technology are you using (or want to use) to improve your donor engagement efforts?



**Debunking the** myths that are preventing you from moving the fundraising and donor engagement needles today



#### Myth: Gender doesn't matter when it comes to fundraising

85% of philanthropic decisions in high-net-worth households are made by women

•But occupy only 28% of board seats in US universities and colleges

Women control 85% of consumer spending the US, make 70% of the financial decisions for their families and control \$36T in total wealth

Single women are more likely than similarly situated single men to give to charity

Women give significantly more than similarly situated men at almost all income levels

Women give more when it aligns with their values, they are engaged as volunteers/board members, or in response to unexpected/emergent needs



# Myth: Millennials and Gen Z don't have philanthropic capacity or power

39%



Young alumni give \$500 or more annually Four out of five younger affluent households (underage of 42) gave to charity in 2022.

• Two and half times more likely than older donors to cite climate change as one of top three causes

81% of all Millennial and Gen Z Americans gave to charity in 2021

Millennials and Gen Z make up more than ½ of living US population

\$73 Trillion will be transferred to this group in next 10-20 years

# Myth: YoY Loyalty is the Best Indicator for Leadership or Major Giving Potential

Average activity **before** a leadership gift:

LEADERSHIP LEVEL	AVERAGE YEARS ELAPSED	AVERAGE GIVING YEARS	AVERAGE GIFTS
\$1,000	7.1	3.5	8.0 ****
\$5,000	9.5	4.9	10.6
\$10,000	10.6	5.6	11.8



## Myth: Our leadership is stable and will see vision/campaign to the finish line



1/3 of University Presidents have turned over in last four years



36% of all CBOs expect their financial condition to worsen over next year



Senior advancement leaders turn over on 3-5 year average



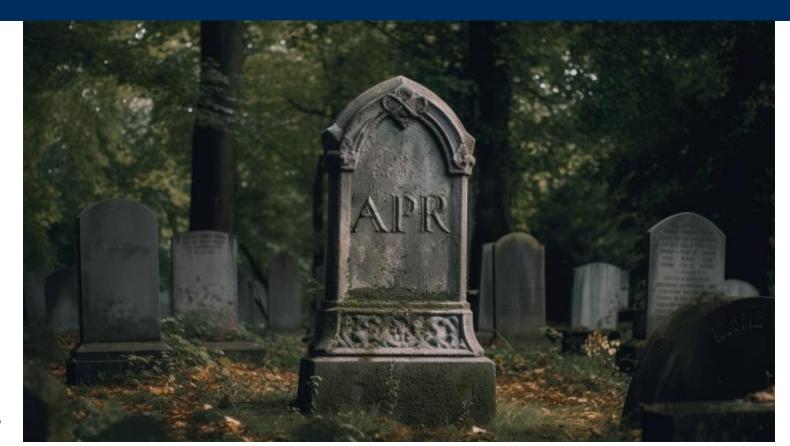
#### QUESTION TO CONSIDER

What other myths have been or need to be debunked?



Leadership Giving:
Cultivating Major
Donors at Scale

# Redefining our Focus





# QUESTIONS TO CONSIDER

Is your institution implementing new metrics that look at leadership level giving or pipeline movement?

What do they look like?

# Today's Landscape

State of Donor Decline

OVER THE LAST DECADE

70% of institutions experienced a decline in donor counts, with an average loss of 30%



**EDUCATION GIVING DOWN** 

3.6% since the post-pandemic record highs

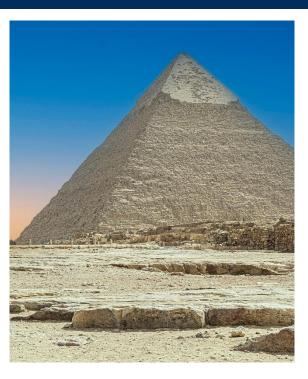


SINCE THE PANDEMIC

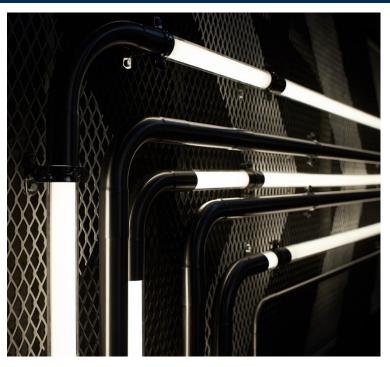
80% of institutions remain down on donors

Source: CASE VSE Data

# What does your donor base look like?









# The Donor Pipeline is Running Dry...

The problem with raising more money from fewer donors.



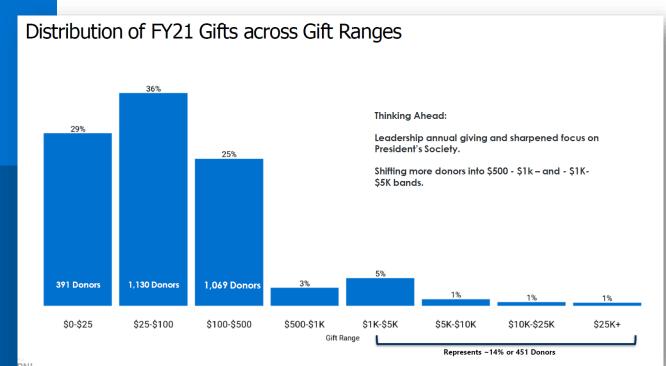


# What do we mean when we say "pipeline"

The Missing Mid-Level Donors



RNL 360 Sample Analysis



# QUESTIONS TO CONSIDER

How is "leadership" giving defined at your institution?

How does leadership level giving factor into goals, planning, staffing and fundraising strategy?

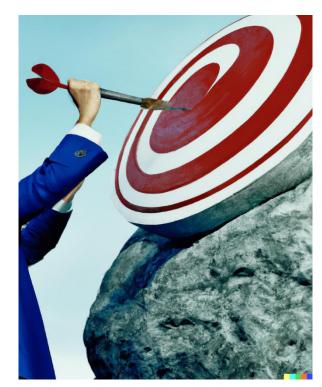
# Leadership Giving – The Moving Target

Where does leadership live?

What does "leadership gift" mean?

Who "owns" a leadership gift, and when?





# **Building the Foundation**

# Leadership-level annual gifts serve as the cornerstone of any successful fundraising strategic plan

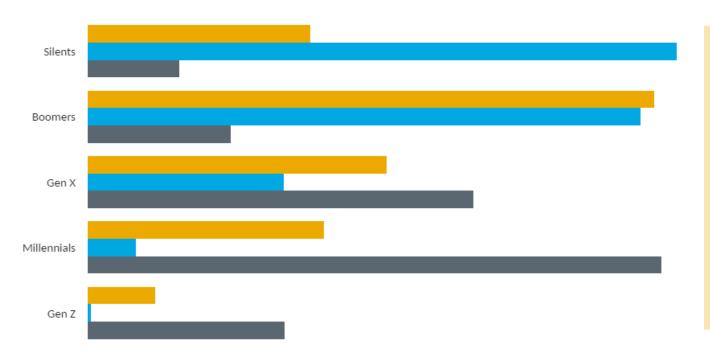
- Substantial Annual Financial Support
- Flexibility and Unrestricted Funding
- Diversification of Funding
- Demonstrates Commitment

- Fundraising Momentum for Appeals
- Long-term Engagement
- Strengthening Relationships



## **Generational Shifts**

### Percentage of donors, dollars, and solicitable base



**82% of dollars** came from Silents and Boomers, who represent <17% of the solicitable base.

Boomers represent 10% of base. and 41% of donors

Millennials make up 41% of solicitable base.

This generation represented 17% of last year's donor base, giving 3.5% of dollars.





# Gen Z and Millennials will Change Philanthropy

40%

Increase in giving since 2016



# Where do leadership gifts come from?

Average activity **before** a leadership gift:

LEADERSHIP LEVEL	AVERAGE YEARS ELAPSED	AVERAGE GIVING YEARS	AVERAGE GIFTS
\$1,000	7.1	3.5	8.0 ####
\$5,000	9.5	4.9	10.6
\$10,000	10.6	5.6	11.8



# QUESTIONS TO CONSIDER

What challenges has your organization encountered with establishing or growing a leadership giving program?

# **Key Challenges**

Staff Turnover

Reporting on performance

Inadequate Tech





Annual giving is (or should be) pipeline development.

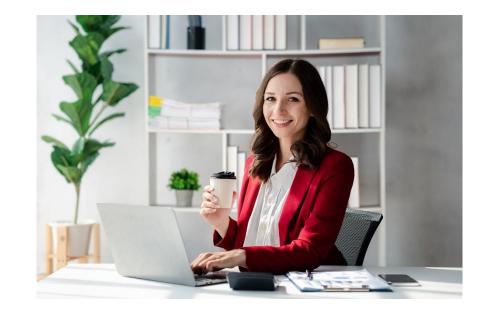
# Big gifts don't grow on trees.

While we want to accelerate the path to major giving, it takes time and investment.



# How to Maximize Leadership Gifts

- Tools to engage donors at scale, effectively.
- Integration, and friction reduction for gift officers.
- Using smart data to identify donors who are ready, now.
- Carefully tracking of productivity and impact.





# How RNLEngage Transforms Leadership Gift Outreach





Baylor University

# 3 Leadership Officers

- 3,570 Touch Points
- 43 Visits Scheduled









#### **Result:**

30% pool movement



within 90 days



# Priming the Pump for Sustainable Giving

## **Challenges**

- The pipeline is running dry.
- More donations, fewer donors.
- Missing middle between annual and major giving.
- Missing out on Millennial and Gen Z donations.
- Too much data.
- Not enough people or time.

# **Opportunities**

- Millennials and Gen Z are a significant giving force.
- The data is there to guide us with new, intentional campaigns.
- Peers are paving the way with new strategies.
- New solutions and platforms will allow us to scale up cultivation.

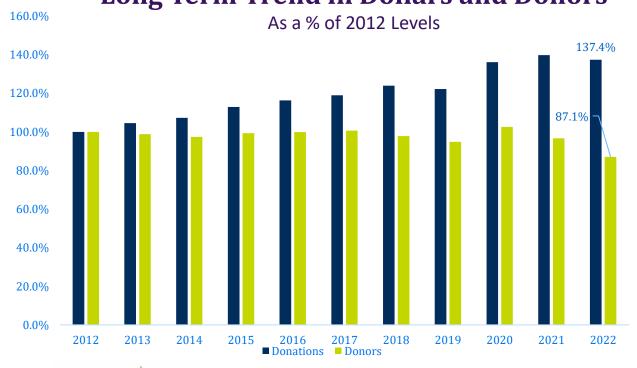




# As Seen on Campus

Tactical Recommendations From Your Peers for Donor Acquisition, Retention, Giving Days, Digital Engagement, and More

#### **Long Term Trend in Dollars and Donors**



#### **Key Takeaways**

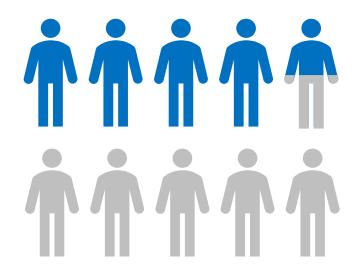
There is a long-term trend of fewer donors donating more money

#### **Contributing Factors:**

- Continued widening of the wealth gap
- Continued Expansion of the number of nonprofits
- Expansion of ways to give
- Cost to acquire and retain donors has risen



# **2022 Overall Donor Retention**



43%





New Donor Retention 2022

Repeat
Donor Retention
2022

Recapture Rate 2022







19%

**-17%**YOY Change

58%



4%





# QUESTIONS TO CONSIDER

How do we move beyond the single-year ask, gift, thank and repeat cycle?

# The start of something that lasts

# Ask to acquire and retain



# Set the Expectation of Retention

Does the ask seem like a one-and-done or will giving be a long-term, important relationship?

Are your ask amounts meaningful and not under-estimating the prospect?

2

# Mix up and Multiply the Ask Strategy

Use natural retention builders like giving days/challenges, anniversary outreach, loyalty societies, and recurring/sustaining gifts.

3

# Steward Quickly and Often

Prepare to <u>quickly</u> celebrate and acknowledge gifts in meaningful and consistent ways.



# **Engagement + Urgency**

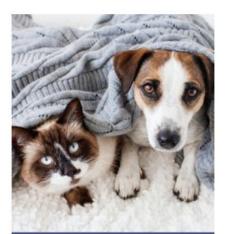






**TRANSFORM TWICE AS MANY LIVES** 

> YOUR GIFT MATCHED





TRANSFORM TWICE **AS MANY LIVES** 

YOUR GIFT MATCHED





#### TOGETHER. **WE TRANSFORM LIVES**

**Double Your Impact** 

#### ##SALUTATION##,

Lorem Ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna elit tempor aliqua.

Nec sagittis aliquam malesuada bibendum arcu vitae elementum curabitur vitae. Mauris commodo quis imperdiet massa tincidunt,

Lorem donec massa sapien labore maura faucibus et molestie.

Auctor eu augue ut lectus arcu bibendum. Nulla porttitor massa id neque aliquam.

**Give Now** 



## Tag, You're H!

Take a picture of you with your pet and tag us at @dumbfrlendsleague on Facebook and Instagram.

While you're there, follow @nellieethetripod on to meet Nelliee and Courtnee. one of the sweetest matches we've ever made!









2080 S. Quebec St.



# ...wrapped in impact

# Last Year, the Dumb Friends League...



Changed the lives of **46,000** animals and even more people who love them.



Planned our **2023** legislative agenda focusing on the veterinary workforce crisis, today's biggest threat to animal welfare.



Placed 100% of all healthy and safe animals we were entrusted with.



#### {Salutation}.

Your generosity to the Dumb Friends League makes the world a better place through healing and protecting animals, and by bringing pets and people together. Thank you for your trust and support last year — gifts from partners like you are essential to our mission, and we could not do this work without you.

I am writing today to share how your contribution is helping animals in Colorado this year:

- Dog overpopulation is at its highest level in 10 years. We are working with communities and mobilizing new adopters to improve outcomes for all dogs.
- Horses need a safe haven from abusive situations. We are supporting local law enforcement and caring for these horses at the Dumb Friends League Harmony Equine Center<sup>18</sup>.
- Demand for subsidized veterinary care is overwhelming. We are providing accessible and high-quality urgent care, spay and neuter surgeries, community vaccine clinics, and other services for pets and people in need.
- Families need our help. We are providing temporary foster homes, donor-subsidized veterinary care, and behavioral support to keep families together when facing hardship, crisis, or animal behavior concerns.



Will you join us again this year and invest in the animals of Colorado?

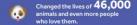
With gratitude for the transformation you bring.

Speaking for those who cannot,

Apryl Stelle

Dr. Apryl Steele President and CEO Dumb Friends League

#### Last Year, the Dumb Friends League...











# Impact postcard at Bowie State



Thank you for joining our community of Bowie State supporters! Together, donors like you help BSU change students' lives every year.

YOU make it possible for Bowie State students to discover their strengths, emerge as leaders and realize their dreams.

#### **How Your BOLD Generosity** Impacts Our Bowie Family:



You help fund the opportunities and resources that define BSU as one of the nation's top 20 HBCUs (U.S. News & World Report 2022-23).



The Martin Luther King Jr. Communication Arts & Humanities Building will open in the fall of 2024, connecting students across different fields to collaborate and interact together.



Students make a BOLD impact outside the classroom through civic engagement, social justice activism and an entrepreneurial mindset.



BOWIE STATE UNIVERSITY

Office of Annual Giving 14000 Jericho Park Road Bowie, MD 20715-9465

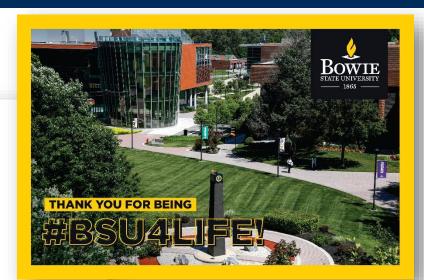
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#### **BSU STUDENTS** THANK YOU!

Your Support Shows You're #BSU4LIFE



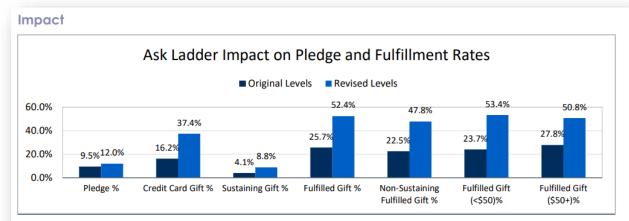


# QUESTIONS TO CONSIDER

What KPIs are most important to you? To your leadership?

How is your engagement/solicitation strategy built to achieve goals?

# Intentionality with Asking



The revised levels generated a significant boost to the participation and fulfillment, including:

- A 26% increase in pledge rate
- **Doubling** the sustaining gift % (114% increase)
- **Doubling** the fulfilled gift % (104% increase), non-sustaining fulfilled gift % (112% increase) and <\$50 fulfilled gift % (126% increase).
- **Tripling** the fulfilled pledges per contact, compared to the original levels.

RNL created a data- informed ask strategy for phone contacts resulting in massive increases.



# **Setting Goals with Data**

RNL 2023 Giving Day Insights – review of 195 FY22 Giving Days

# Key giving day stats in 2022:

\$143

average online gift

73%

of gifts made online **77%** 

of total dollars from offline gifts



# Incentivizing Volunteers to Drive the Outcomes







# Leveraging Premiums and Avoiding the Pitfalls



Lean into current conditioned behaviors



Provide perceived "value" for donation



Build in secondary "ask" to increase engagement/decrease transaction



Create tradition and build long-term stewardship/engagement strategy around this group



# Plus One Approach

#### Tiffin + You, We Make a Great Pair!

Give. Invite. Celebrate.

Dear (Salutation),

Fan the flames of philanthropy at TU! Pair up with a fellow Dragon for #KnockTUSocksOff and give to Tiffin University between March 1 and April 30.



**Give:** Make a gift and sign up as an ambassador at **URL**.

**Invite:** Ask a TU alum to participate in #KnockTUSocksOff with a gift to TU.

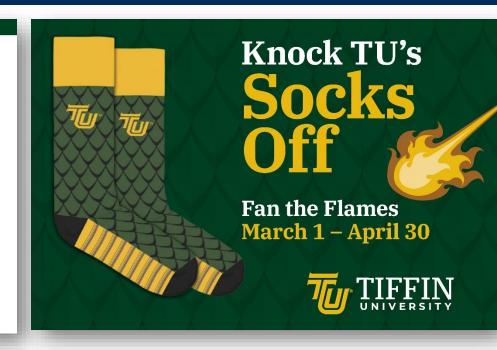
**Celebrate:** When you both give back to TU, we'll send you a pair of Tiffin Dragon Socks to say thank you!

Every gift helps us continue to put our best foot forward by providing the modern classrooms and labs, student scholarships and hands-on learning that Dragons depend on. Thank you for transforming TU.



Tiffin University 155 Miami St Tiffin, OH 44883

[Mail\_Name] {Address1} {Address2} {Address3} {City} {State} {ZIP}





Campaign focused on giving + encouraging another Tiffin community member to give.

# QUESTIONS TO CONSIDER

How are you demonstrating impact in your appeals strategy?

How do you make the ask feel "personal?"

## **Personalization Matters**

#### Impact: RNL QuadMail Email Personalization Strategy



4 educational institutions, with a total of 49.4M emails sent.

Combined statistics over group, platform partners varied in total years usage.

3x

open rates using data-driven personalization strategy



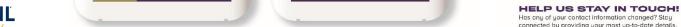
# Linfield University: Impact + Omnichannel Strategy





#### LINFIELD STUDENTS GIVE BACK, TOO





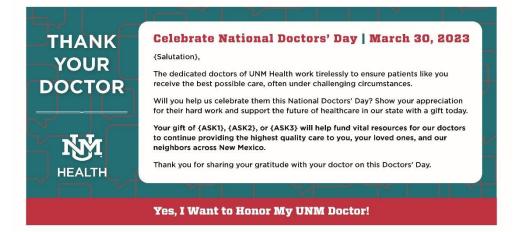
#### MATCHING GIFTS:

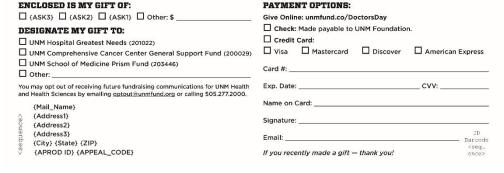
Your gift could be doubled or tripled! Please visit matchinggifts.com/linfield to find out if your, or your partner's, employer matches gifts.

# Using National Doctor's Day to focus on impact











# Tell the donor's story back to them





# QUESTIONS TO CONSIDER

How are you taking your Giving Day to next level?

# **Meet Donors on Their Turf**

"We found student philanthropy success by providing an ask that met students where they are- at the lunch table," says Grant Condon at the UNM Foundation.

"Our student participation during UNM Big Give was the springboard towards a successful giving day, and **1,155 students** proudly supported the Lobo Food Pantry. Students gave, we simply had to ask."



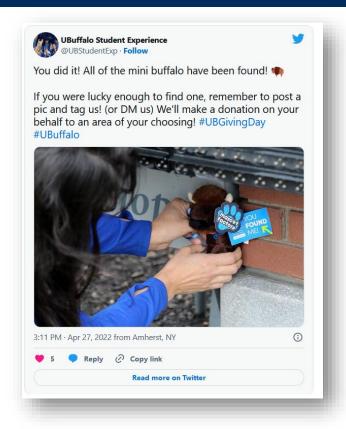




# **Engage and Educate**

Find a hidden buffalo, then spread the giving at University at Buffalo







# Capture and Hold Attention





# **Create Competition**



ATHLETICS FUNDRAISING WEEK HAMLINE UNIVERSITY 2/20-2/24

LEARN MORE

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Quis ipsum suspendisse ultrices gravida. Risus commodo viverra maecenas accumsan lacus vel facilisis.

GIVE NOW

Quis ipsum suspendisse ultrices gravida. Risus commodo viverra maecenas accumsan lacus vel facilisis. Lorem ipsum dolor sit amet, et dolore magna aliqua.





Support your favorite team during **Hamline's Athletics** – Fundraising Week: —

- () Baseball
- Men's and Women's Basketball
- Men's and Women's Cross Country
- Women's Gymnastics
- Men's and Women's Hockey
- Women's Lacrosse
- Men's and Women's Soccer
- () Softball
- Men's and Women's Swimming and Diving
- Men's and Women's Tennis
- Men's and Women's Track and Field
- Women's Volleyball







# Leverage Influencers

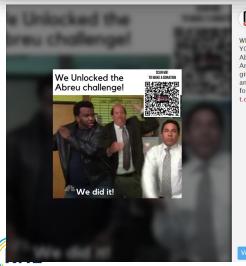
# Abreu Challenge for the Center for Latino and Latin American Studies



The director of NIU's Center for Latino and Latin American Studies (CLLAS), Dr. Christina Abreu, is encouraging friends to support the CLLAS during Huskies United. When 10 gifts of \$20 or more are made, it will unlock her gift of \$200.

₩ 10 / 10 GIFTS

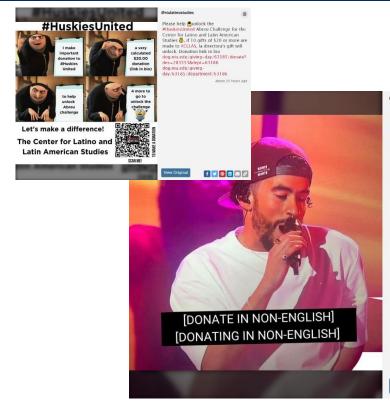
COMPLETED





WE DID IT!!! THANK YOU! THANK YOU! We unlocked #HuskiesUnited Abreu Center for Latino and Latin American Studies challenge! Your gift will help create new resources and support existing opportunities for students affiliated with #CLLAS. t.co/cSoUdCCbda

about 18 hours ago





Bad Bunny: Por favor dona al Immediate Assistance Fund para estudiantes indocumentados Translation: "Donate in non-english" Use this link to donate (link in bio): dog.niu.edu/amb/UndocuCenter#HuskiesUnited#WeTooAreNIU

about 18 hours ago





# Curated Coworking Groups

# **Action and Inquiry Planning**



Move to table with your pre-assigned group



Use conversation guides/questions on the table to drive conversation



Complete worksheet with your actionable next steps and/or lingering questions to follow up on when returning to the office

